

New Jersey Department of Human Services



An official publication of the
New Jersey Department of Human Services
James M. Davy, Commissioner
Richard J. Codey, Acting Governor

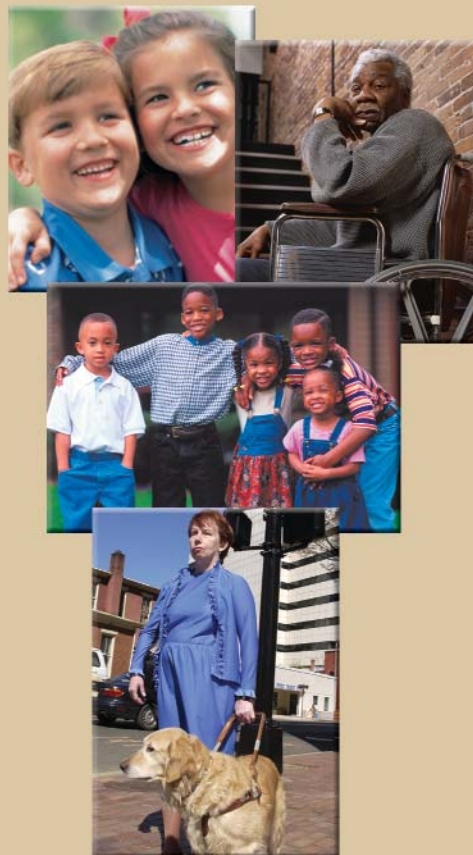
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James M. Davy, Commissioner

Message from the Acting Governor

This brochure provides a helpful overview of the vast array of services and programs offered by the New Jersey Department of Human Services. The Department serves residents of our state who may need assistance, including children and families, people with disabilities and individuals and families with very low incomes.



Through the work of the Department and its 13 major divisions, individuals and families in need are able to keep their lives on track, their families together, a roof over their heads and their health protected. Human Services offers individuals and families the breathing room they need in order to find permanent solutions to otherwise daunting problems.

In my more than 30 years of public service, I have always valued the important work done by this Department. Its support of New Jersey's most vulnerable residents helps to promote the health and well-being of all our citizens, as well as the communities in which they live. Today, more than ever, the Department is striving to do its job by creating and maintaining valued partnerships in the community with other organizations, agencies and individuals.

I offer my congratulations to Commissioner James M. Davy for a job well done. I also extend my heartfelt thanks to the Department's more than 20,000 employees, working in offices and institutions throughout New Jersey, for their dedication and hard work.

Richard J. Codey
Richard J. Codey
Acting Governor

Message from the Commissioner

The Department of Human Services is a vast and important agency. Our mission and vision in the months and years ahead is to do what it takes to meet the needs of New Jersey's most vulnerable residents, including children and at-risk families, troubled youth, economically disadvantaged individuals and people with disabilities.



Today we are working to maximize resources, establish community collaboratives, and expand procedures and programs for accountability and continuous quality improvement across the Department. I commend the more than 20,000 people who work for this agency and the work they do statewide for New Jersey residents everyday.

I encourage you to read this brochure and to contact us if you have questions or feel that we can serve you. Listings include Web site addresses. For information about how to access services, call 609-292-3717 or the DHS Hotlines listed on the back of the brochure. If you need relay assistance, please call 7-1-1.

I hope that this publication serves as a valuable resource for you. Our aim is to provide a helping hand to all New Jersey residents in need. Like anything, it takes commitment and a willingness to learn to cultivate the qualities we all want in our lives — peace, happiness and good health. Start here, contact us for assistance.

James M. Davy
James M. Davy
Commissioner

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Services for People with Disabilities

THE COMMISSION FOR THE BLIND AND VISUALLY IMPAIRED (CBVI)

(973) 648-3333

www.state.nj.us/humanservices/cbvi

The Commission for the Blind and Visually Impaired (CBVI) provides educational, vocational rehabilitation, independent living and eye health services to individuals who are experiencing vision impairment that is affecting normal, daily life activities. The Commission also works to prevent and reduce the incidence of blindness by conducting a variety of educational and eye disease detection programs. These services include a mobile eye health screening unit, support services and educational programs to help New Jerseyans better understand and prevent the further development of eye diseases, such as glaucoma or diabetic retinopathy.

CBVI serves approximately 50,000 people each year. This includes people who benefit from both the Commission's blindness prevention services and visual adjustment programs.

THE DIVISION OF THE DEAF AND HARD OF HEARING (DDHH)

(609) 984-7281

V/TTY (800) 792-8339

www.state.nj.us/humanservices/ddhh

The Division of the Deaf and Hard of Hearing (DDHH) advocates for people who are deaf or hard of hearing by promoting accessibility to programs, services and information. It

is New Jersey's primary resource for information on topics related to hearing loss and is also the state's primary interpreter referral service.

DDHH operates an assistive devices demonstration center at the Joseph Kohn Rehabilitation Center in New Brunswick, where people with hearing loss can familiarize themselves with a wide range of devices designed to improve their ability to communicate with the world around them. It also distributes free telecommunication devices for the deaf (TTYs) to low-income deaf and hard-of-hearing New Jersey residents.

THE DIVISION OF DEVELOPMENTAL DISABILITIES (DDD)

(609) 987-0864

www.state.nj.us/humanservices/ddd

The Division of Developmental Disabilities (DDD) serves people with developmental disabilities, such as mental retardation, autism, cerebral palsy, spina bifida and traumatic brain injuries. The Division seeks to serve people in the least restrictive environment possible and to foster individual development and independence. DDD helps people with disabilities stay in their own homes with their own families whenever possible. Support services provided by DDD include respite care, counseling and referral services and day programs.

DDD operates seven residential centers throughout New Jersey, serving approximately 3,500 people with developmental disabilities. These

are: the Green Brook Regional Center, the Hunterdon Developmental Center, the New Lisbon Developmental Center, the North Jersey Developmental Center, the Vineland Developmental Center, the Woodbine Developmental Center, and the Woodbridge Developmental Center.

DDD serves more than 6,000 people in licensed community residences. These residences are operated by private agencies or individuals under contract with DDD. They include group homes, supervised apartments, supported living programs and skill development and family care homes.

THE DIVISION OF DISABILITY SERVICES (DDS)

(609) 292-7800 TTY (609) 292-1210

www.state.nj.us/humanservices/dds

The Division of Disability Services (DDS) offers information, referral services and programs intended to help people with disabilities, whether through illness or injury, live as independently as possible.

Through its toll-free telephone line, (888) 285-3036, DDS responds to questions about disability-related issues and programs in New Jersey and serves as a point of entry for individuals with disabilities into the human services system. The division also administers Medicaid personal care assistant (PCA) services and a set of home- and community-based waiver programs.

DDS serves as the State's lead agency for brain injury services and administers the NJ Traumatic Brain Injury Fund, which provides assistance to individuals with brain injuries.

In collaboration with the Division of Medical Assistance and Health Services, DDS operates the NJ WorkAbility program, which offers people with disabilities, who are working and whose income would otherwise make them ineligible, the opportunity to receive full Medicaid coverage.

THE DIVISION OF MENTAL HEALTH SERVICES (DMHS)

(609) 777-0702

www.state.nj.us/humanservices/dmhs

The Division of Mental Health Services (DMHS) helps people with mental illnesses by providing services to help them live, work, socialize and learn to their fullest potential. This is done by providing a comprehensive system of care that includes psychiatric in-patient settings and community-based support services, such as partial care or out-patient counseling. The Division sets mental health policy that seeks to include the participation and input of consumers, family members, mental health providers and advocates.

DMHS operates five psychiatric hospitals throughout the state which serve approximately 6,000 people each year. These are: Ancora Psychiatric Hospital in Winslow Township;

Greystone Park Psychiatric Hospital in Parsippany, Trenton Psychiatric Hospital (TPH) in Trenton, Ann Klein Forensic Center, which is located on the grounds of TPH, and Senator Garrett W. Hagedorn Gero-Psychiatric Hospital in Glen Gardner.

THE OFFICE FOR PREVENTION OF MENTAL RETARDATION AND DEVELOPMENTAL DISABILITIES (OPMRDD)

(609) 984-3351

www.state.nj.us/humanservices/opmrdd

The Office for Prevention of Mental Retardation and Developmental Disabilities strives to reduce the number of children in New Jersey who have severe, chronic mental or physical disabilities. It does this by providing education and information to the public and healthcare community about ways to prevent activities that can cause these conditions if they occur before conception, during pregnancy, at birth or during the developmental years of early childhood. For example, the Office is very involved in helping to educate the public about the dangers of drug and alcohol use by mothers during pregnancy and lead paint ingestion by young children.

The Office also publicizes new research on ways to reduce the risks of damaging children before, during and after birth and about newly discovered societal and environmental causes of disabilities. It works with other state and community agencies to foster coordination of efforts

to educate the public about prevention activities, and advocates for changes in societal and environmental conditions that endanger children.

GOOD NEIGHBORS, COMMUNITY LIVING FOR PEOPLE WITH DISABILITIES

(877) 347-5463

www.state.nj.us/humanservices/Goodneighbors/goodneighbors.html



Good Neighbors is a community outreach and education program intended to reduce stigma around community housing alternatives for people with disabilities. The guiding principle of the Good Neighbors program is to spread a message of tolerance, diversity and acceptance of people with disabilities.

REAL LIFE CHOICES *Real Life choices*

(800) 372-6510

www.state.nj.us/humanservices/ddd/real_life_choices.html

The Division of Developmental Disabilities is expanding services to people who are living at home and are on the Division's waiting list for services. *Real Life Choices* is a new option for families who want to keep their family member with a developmental disability at home for as long as possible. Families have the opportunity to determine the types of services or supports that are most appropriate to meet their

family member's needs. Participants must be eligible for Medicaid and will be assigned financial and/or support services that can be utilized to obtain services from Division-approved providers.

Children's Services

THE OFFICE OF CHILDREN'S SERVICES (OCS)

(609) 984-0678

<http://www.state.nj.us/humanservices/ocs/>

The Office of Children's Services (OCS) oversees children's services within the Department of Human Services, including those related to New Jersey's child welfare system.

Three divisions operate under the OCS umbrella. They are the Division of Youth and Family Services (DYFS) responsible for protection and permanency, the Division of Child Behavioral Health Services (DCBHS) responsible for behavioral health services and the Division of Prevention and Community Partnerships (DPCP) responsible to develop and support community based prevention services. These three divisions will deliver services to the citizens of New Jersey through 16 Area Offices located throughout the state.

In addition, the OCS oversees the New Jersey Child Welfare Training Academy which provides staff training across all three divisions and the Office of Education which provides educational services to certain children.



THE DIVISION OF YOUTH AND FAMILY SERVICES (DYFS)

(800) 331-DYFS (609) 292-6920
www.state.nj.us/humanservices/dyfs

The Division of Youth and Family Services (DYFS) administers the State's child safety and permanency services. DYFS is mandated by law to investigate all allegations of child abuse or neglect, and if the allegations are substantiated, to provide services to ensure a child's safety, permanency and well-being. Sometimes services can be provided to a family so that a child may safely stay at home; sometimes it is necessary to place a child with a resource family if it is determined that the child cannot safely stay at home. Resource families include foster, kinship, guardianship and adoptive families.

The Division provides services to approximately 62,000 children and their families each year. To help DYFS provide these services across the State of New Jersey, the Division contracts with more than 900 public and private non-profit community provider agencies and individuals to provide community-based social services to children and families.

THE DIVISION OF CHILD BEHAVIORAL HEALTH SERVICES (DCBHS)

(609) 292-4741
www.state.nj.us/humanservices/dcbhs

The Division of Child Behavioral Health Services (DCBHS) is developing a continuum of mental and behavioral health services that

will be available for all children with behavioral healthcare needs. Using a community-based strategy, DCBHS offers services that include psychiatric in-patient care, counseling, respite care, mobile response, case management and peer support for families. As part of New Jersey's child welfare system, the Division works in conjunction with the juvenile justice system, DYFS and DPCP.

By the end of 2005, DCBHS staff members will be located in each of the 16 OCS Area Offices in order to be able to coordinate their work with caseworkers in the child protection system.

THE DIVISION OF PREVENTION AND COMMUNITY PARTNERSHIPS (DPCP)

(609) 292-5411
www.state.nj.us/humanservices/ocs/pcp

The Division of Prevention and Community Partnerships (DPCP) is working to develop a prevention and early intervention system that will make it possible for troubled families to receive the help they need within their own communities before problems result in the abuse or neglect of children. The goal is to form a network of partnerships that will help strengthen families, avoid family disruptions and ensure permanency for children.

DPCP staff will be located in each of the 16 OCS Area Offices in order to be able to coordinate community-based prevention and intervention services with the work of caseworkers in the child welfare system.

THE OFFICE OF EDUCATION (OOE)

(609) 588-3165

www.state.nj.us/humanservices/ooe

The Office of Education (OOE) provides year-round educational programming for students who are clients of DHS or who have been referred to OOE through arrangements with other government agencies. These students generally require intensive educational services and supports that are not available in the public schools. They include children with severe physical and/or emotional disabilities, pregnant and parenting teens who have dropped out of school, and youth who have been referred by the juvenile justice system.

The Office of Education currently serves approximately 2,400 young people ages three to 21. Services are provided in 18 OOE regional schools, in state-run youth residential centers or in public school classrooms.

NEW JERSEY CHILD WELFARE TRAINING ACADEMY

(609) 292-4566

www.state.nj.us/humanservices/ocs/training

The New Jersey Child Welfare Training Academy was created under the Child Welfare Reform Plan to coordinate the development of a central location for all learning and development opportunities for new and existing staff within the Office of Children's Services

including DYFS, Child Behavioral Health Services and the Division of Prevention and Community Partnerships. The academy will also develop and implement training related to child welfare services for personnel of other state agencies, contracted providers, and members of the community. The training developed by the academy will focus on skills-based curricula, classroom training with integrated on-the-job training and ongoing coaching and mentoring.

CATASTROPHIC ILLNESS IN CHILDREN RELIEF FUND

(800) 335-FUND

www.state.nj.us/humanservices/catill/catill1.htm



The Catastrophic Illness in Children Relief Fund provides financial assistance to families struggling with medical expenses for a child who is catastrophically ill or injured. Covered expenses include, but are not limited to, special pediatric ambulatory care, acute or specialized in- or out-patient hospital care, physician services, medical equipment or disposable medical supplies, medically related home modifications, experimental medical treatment, home health care and medical transportation. Since 1989, it has provided more than \$70 million to more than 2,900 New Jersey families.

Services for Economically Disadvantaged Individuals and Families

THE DIVISION OF FAMILY DEVELOPMENT (DFD)

(609) 588-2400

www.state.nj.us/humanservices/dfd

The Division of Family Development (DFD) administers the State's welfare program, which offers public assistance to people who are economically disadvantaged.

This Division serves approximately 700,000 people. DFD's major programs include: Temporary Assistance to Needy Families (TANF), General Assistance (GA), Food Stamps, Emergency Assistance (EA), Work First New Jersey (WFNJ), child support and paternity programs, child care, home energy assistance, social services for the homeless, and the refugee resettlement program.

THE DIVISION OF MEDICAL ASSISTANCE AND HEALTH SERVICES (DMAHS)

(609) 588-2600

www.state.nj.us/humanservices/dmahs

The Division of Medical Assistance and Health Services administers New Jersey Medicaid and NJ FamilyCare. Together, these two state- and federally-funded programs provide access to comprehensive, quality healthcare for more than 900,000 people.

New Jersey Medicaid is available for low-income adults and children, caretakers of children, pregnant women, and people who are

aged, blind or disabled. NJ FamilyCare is open to uninsured children with family incomes up to 350 percent of the Federal Poverty Level, although eligibility is based on the family's income and size.

For information on New Jersey Medicaid, contact your local or county Board of Social Services, which is listed in the blue pages of your local telephone directory. For information on NJ FamilyCare, call 1-800-701-0710.

THE DIVISION OF ADDICTION SERVICES (DAS)

(609) 292-7232

www.state.nj.us/humanservices/das

The Division of Addiction Services (DAS) works to decrease the misuse or abuse of alcohol and other drugs in New Jersey by supporting the development of a comprehensive, statewide network of prevention, intervention, and treatment services.

The division has a broad array of responsibilities that include developing policies, planning program development and providing funding for local agencies that make drug and alcohol treatment and related services available in the community. DAS also develops licensing standards for outpatient and residential substance abuse treatment facilities, including those for people with HIV and families involved with the child welfare system, and then monitors the facilities in order to ensure compliance.

DAS administers a number of programs in conjunction with other government agencies. These include New Jersey's Intoxicated Driving Program for drivers convicted of driving under the influence, the Work First NJ Substance Abuse Initiative (WFNJ-SAI), which facilitates addiction assessment and treatment services for individuals involved with the state's welfare reform program, and a developing program that will manage substance abuse treatment services for adult and juvenile criminal offenders.

NJ FAMILYCARE
(800) 701-0710
www.njfamilycare.org



NJ FamilyCare provides low-cost or free health insurance to uninsured children from working families that cannot afford to purchase health insurance on their own. Eligibility is limited to children from families earning up to 350 percent of the Federal Poverty Level (FPL) and is based both on the size of the family and the family's annual income. (For example, 350 percent of FPL for a family of four is \$67,725 a year.) The program also provides insurance for children who are aging out of the foster care system and legal immigrants admitted to this country for permanent residency. The program provides comprehensive healthcare coverage, including preventive care and immunizations, hospitalization, x-rays, lab work and prescription drugs.

KINSHIP NAVIGATOR PROGRAM

(877) 816-3211

www.state.nj.us/humanservices/sp&i/Kinnav.html



Kinship Care Programs provide financial assistance for grandparents and other relatives who are caring for a family member's child or children. The cornerstone of these programs is the Kinship Navigator, which helps kinship caregivers "navigate" their way through various governmental systems to find information about the Kinship Care Programs and other available services.

The Kinship Child Care Subsidy Program will help kinship caregivers with the cost of child-care while The Kinship Wraparound Services Program will pay for one-time and short-time expenses such as furniture, moving expenses, legal services or respite care. To be eligible, kinship caregivers must be able to prove they are relatives or legal guardians of the children and that the children live with them. Eligibility also depends on the age of the caregiver and the family's size and income.

In addition, monthly subsidies of \$250 per child are available for kinship caregivers whose annual income is no higher than 150 percent of the Federal Poverty Level, or \$28,275 for a family of four. Similar subsidies are also available for kinship caregivers, regardless of income, who are caring for children placed with them by the Division of Youth and Family Services.



NJHELPS

<http://www.njhelps.org>

NJHelps is a free, easy-to-use online screening tool that gives New Jersey residents the ability to anonymously determine whether they are eligible for eight different programs provided through the Department of Human Services. The programs are: Child Care Assistance, Kinship Care, Food Stamps, Medicaid, NJ FamilyCare, Low Income Home Energy Assistance Program (LIHEAP), General Assistance (WFNJ/GA) and Temporary Assistance for Needy Families (WFNJ/TANF). NJHelps provides information on how and where to apply for services and what type of documentation is needed.

FOOD STAMP INFO LINE AND ONLINE APPLICATION

(800) 687-9512

www.state.nj.us/humanservices/dfd/FSapply.html

The Food Stamp Info Line is an automated information system that is available in six languages 24 hours a day, 7 days a week. It can provide answers to basic questions about the Food Stamp Program including what food stamps are, who is eligible, how to apply and what documentation is needed.

This automated system is available in English, Spanish, Arabic, Gujarati, Korean and Polish.

The online Food Stamp application allows families to apply for Food Stamps from any comput-

er with access to the Internet. The online application triggers the mailing of an appointment letter, which will designate a date and time for the family to meet locally with a Food Stamp Program representative. It also provides the family with the option of receiving a "reminder call" for that appointment.

HOME ENERGY ASSISTANCE

(800) 510-3102

(866) 240-1347

<http://www.state.nj.us/humanservices/dfd/Lowincomeenergyassist>

The Low Income Home Energy Assistance Program (LIHEAP) and Universal Service Fund (USF) provide subsidies to help low-income families and individuals pay for home heating costs or heating bills associated with rent. Households may also be eligible for medically-necessary cooling assistance, or for energy funds on an emergency basis.

NJ EARNED INCOME TAX CREDIT (EITC)

(888) 895-9179

<http://www.state.nj.us/treasury/taxation>

The NJ Earned Income Tax Credit (NJ EITC), based on the federal EITC, provides a fully refundable credit to help boost the paychecks of low-income families. Working families who receive the federal EITC and earn less than \$20,000 annually, are eligible for the NJ EITC.

REFUGEE SERVICES

(609) 588-2989

<http://www.state.nj.us/humanservices/dfd/rfp>

The Refugee Resettlement Program (RRP) provides eight months of cash and medical assistance for refugees who flee from their countries due to persecution or the threat of it. RRP is open to single or childless adults; all other eligible refugees can receive assistance through Work First New Jersey.



Toll Free Hotlines

Addiction Hotline of NJ
800-238-2333

Adoption Information
800-99-ADOPT
(800-992-3678)

Catastrophic Illness in
Children Relief Fund
800-335-FUND
(800-335-3863)

Child Abuse Hotline
1-877-NJ ABUSE
(1-877-652-2873)

Child Care Hotline
800-332-9227

Child Support Hotline
877-655-4371

Commission for the Blind
and Visually Impaired
877-685-8878

Division of the Deaf and
Hard of Hearing
800-792-8339 V/TTY

Division of Developmental
Disabilities
800-832-9173

Division of
Disability Services
888-285-3036

Division of Family
Development
800-792-9773

Division of Mental Health
Services
800-382-6717

Division of Youth and
Family Services
Action Line
800-331-DYFS
(800-331-3937)

Domestic Violence
800-572-7233

Family Help Line
800-THE-KIDS
(800-843-5437)

Food Stamp Info Line
800-687-9512

Foster Care Information
877-NJ-FOSTER
(877-653-6783)

Good Neighbors,
Community Living for
People with Disabilities
877-DHS-LINE
(877-347-5463)

Kinship Navigator Program
877-816-3211

Low Income Home Energy
Assistance (LIHEAP)
800-510-3102

Medicaid Fraud and
Abuse Hotline
888-937-2835

Medicaid Medical
Assistance
800-356-1561

NJ FamilyCare
Health Insurance
800-701-0710

NJ Mental Health Helpline
877-294-4357
877-294-4356 TTY

PAAD Pharmaceutical
Assistance to the
Aged & Disabled
800-792-9745

Safe Haven for Infants
877-839-2339

Support for Working
Families
877-951-9514

Work First NJ (welfare for
Families and Individuals)
800-792-9773

*Relay users call 7-1-1

Call 211 for social services in your community